Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents / Bottom Number - First Contact Resolution		
				High	Low	FCR Total
Human Resource Management	Application Services	Dustin Crump	None	0 / 0	1 / 0	1 / 0
			Product Total	0 / 0	1 / 0	1 / 0
		Martin Gonzalez	Novell GroupWise	0 / 0	1 / 1	1 / 1
			Product Total	0 / 0	1 / 1	1 / 1
		Paul Lundell	Novell GroupWise	0 / 0	4 / 0	4 / 0
			Product Total	0 / 0	4 / 0	4 / 0
		Tony Larsen	Citrix ICA Client	0 / 0	1 / 0	1 / 0
			Product Total	0 / 0	1 / 0	1 / 0
		Assigned to Individual Total		0 / 0	7 / 1	7 / 1
	Capitol Desktop Support	Brian Bintz	None	1 / 1	6 / 3	7 / 4
			Novell Client for 32-bit Windows	0 / 0	1 / 0	1 / 0

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Capitol Desktop Support	Brian Bintz	Product Total	1 1	7 3	8 4
		Tom Hanson	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		1 1	8 4	9 5
	Capitol Hosting	Curtis Parker	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Help Desk	Julie VanBeekum	None	0 0	1 1	1 1
			Novell eDirectory	0 0	1 1	1 1
			Novell GroupWise	0 0	2 2	2 2
			Product Total	0 0	4 4	4 4
		Sarah Johnson	iPhone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Vicky Marrelli	None	0 0	2 2	2 2

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Help Desk	Vicky Marrelli	Novell Client for 32-bit Windows	0 0	2 2	2 2
			Utah Master Directory	0 0	1 1	1 1
			Product Total	0 0	5 5	5 5
		Assigned to Individual Total		0 0	10 9	10 9
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Ed Conrad	Novell GroupWise	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Liz Evans	None	0 0	1 1	1 1
			Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	2 1	2 1
		Assigned to Individual Total		0 0	5 2	5 2
	Metro B Desktop Support	Annice Valdez	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Metro B Desktop Support	Ken Bolkcom	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Michael Barth	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Sean Chadbourne	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	5 0	5 0
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Gary Graham	None	0 0	1 1	1 1
			Novell Messenger	0 0	1 1	1 1
			Product Total	0 0	2 2	2 2
		Gavin Barney	ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Metro B Help Desk	Janet Hongsyvilay	None	0 0	2 1	2 1
			State Payroll System	0 0	1 1	1 1
			Product Total	0 0	3 2	3 2
		Torri Randa	Novell GroupWise	0 0	2 2	2 2
			Product Total	0 0	2 2	2 2
		Val Shepherd	Novell Client for 32-bit Windows	0 0	2 2	2 2
			Product Total	0 0	2 2	2 2
		Assigned to Individual Total		0 0	11 9	11 9
	Metro C Desktop Support	Chad D Fowers	Data Warehouse	0 0	1 0	1 0
			None	0 0	7 4	7 4
			Product Total	0 0	8 4	8 4
		Ken Knobel	Microsoft Office	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	10 4	10 4

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Metro C Help Desk	Cindy Romrell	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Karen Gross	Novell GroupWise	0 0	2 2	2 2
			Product Total	0 0	2 2	2 2
		Reed Stohel	Microsoft Windows XP	0 0	1 1	1 1
			None	0 0	1 1	1 1
			Novell Messenger	0 0	1 1	1 1
			Product Total	0 0	3 3	3 3
		Ross Owen	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		0 0	7 7	7 7
	Metro D Desktop Support	Eldon Jenson	None	0 0	1 1	1 1
			State Payroll Time Entry	0 0	1 0	1 0
			Product Total	0 0	2 1	2 1

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Metro D Desktop Support	Paul Gedge	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	4 1	4 1
	Metro D Help Desk	Doug Brown	None	0 0	2 2	2 2
			Product Total	0 0	2 2	2 2
		Assigned to Individual Total		0 0	2 2	2 2
	Metro D Hosting	Sean McMillan	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Rural Central Desktop Support	John Donaldson	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		0 0	1 1	1 1
	Security	Sharon Smith	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

Human Resource Management

				High	Low	FCR Total
Human Resource Management	Security	**Assigned to Individual Total**		0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Voice Operations	Britany Finlay	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Romanza Hamblin	None	0 0	1 1	1 1
			Telephone	0 0	1 1	1 1
			Product Total	0 0	2 2	2 2
		Assigned to Individual Total		0 0	3 2	3 2
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Mike Johnson	Telephone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

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Human Resource Management

				High	Low	FCR Total
Human Resource Management	Voice/Data/WAN Services	T Artis	Telephone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	3 0	3 0
	Customer Company Total			1 1	80 42	81 43
Customer Company Total				1 1	80 42	81 43

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | | Top Number - Total Incidents Bottom Number - Missed Inital Response | | |
Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	MIR Total
Human Resource Management	Application Services	Dustin Crump	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Paul Lundell	Novell GroupWise	0 0	4 0	4 0
			Product Total	0 0	4 0	4 0
		Tony Larsen	Citrix ICA Client	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		0 0	7 2	7 2
	Capitol Desktop Support	Brian Bintz	None	1 0	6 2	7 2
			Novell Client for 32-bit Windows	0 0	1 0	1 0

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Capitol Desktop Support	Brian Bintz	Product Total	10	72	82
		Tom Hanson	None	00	10	10
			Product Total	00	10	10
		Assigned to Individual Total		10	82	92
	Capitol Hosting	Curtis Parker	None	00	11	11
			Product Total	00	11	11
		Assigned to Individual Total		00	11	11
	Help Desk	Julie VanBeekum	None	00	10	10
			Novell eDirectory	00	10	10
			Novell GroupWise	00	20	20
			Product Total	00	40	40
		Sarah Johnson	iPhone	00	10	10
			Product Total	00	10	10
		Vicky Marrelli	None	00	20	20

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Help Desk	Vicky Marrelli	Novell Client for 32-bit Windows	0 0	2 0	2 0
			Utah Master Directory	0 0	1 0	1 0
			Product Total	0 0	5 0	5 0
		Assigned to Individual Total		0 0	10 0	10 0
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Ed Conrad	Novell GroupWise	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Liz Evans	None	0 0	1 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	5 0	5 0
	Metro B Desktop Support	Annice Valdez	None	0 0	2 1	2 1
			Product Total	0 0	2 1	2 1

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Metro B Desktop Support	Ken Bolkcom	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Michael Barth	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Sean Chadbourne	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	5 1	5 1
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Gary Graham	None	0 0	1 0	1 0
			Novell Messenger	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Gavin Barney	ZENworks for Desktops	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1

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Human Resource Management

				High	Low	MIR Total
Human Resource Management	Metro B Help Desk	Janet Hongsyvilay	None	0 0	2 1	2 1
			State Payroll System	0 0	1 0	1 0
			Product Total	0 0	3 1	3 1
		Torri Randa	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Val Shepherd	Novell Client for 32-bit Windows	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	11 2	11 2
	Metro C Desktop Support	Chad D Fowers	Data Warehouse	0 0	1 0	1 0
			None	0 0	7 1	7 1
			Product Total	0 0	8 1	8 1
		Ken Knobel	Microsoft Office	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	10 1	10 1

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Metro C Help Desk	Cindy Romrell	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Karen Gross	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Reed Stohel	Microsoft Windows XP	0 0	1 0	1 0
			None	0 0	1 0	1 0
			Novell Messenger	0 0	1 0	1 0
			Product Total	0 0	3 0	3 0
		Ross Owen	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	7 0	7 0
	Metro D Desktop Support	Eldon Jenson	None	0 0	1 0	1 0
			State Payroll Time Entry	0 0	1 1	1 1
			Product Total	0 0	2 1	2 1

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Metro D Desktop Support	Paul Gedge	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	4 1	4 1
	Metro D Help Desk	Doug Brown	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	2 0	2 0
	Metro D Hosting	Sean McMillan	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		0 0	1 1	1 1
	Rural Central Desktop Support	John Donaldson	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Security	Sharon Smith	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

Human Resource Management

Human Resource Management			High	Low	MIR Total
Human Resource Management	Security	Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers — None	0 0	1 0	1 0
		Dennis Rogers — Product Total	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Britany Finlay — None	0 0	1 0	1 0
		Britany Finlay — Product Total	0 0	1 0	1 0
		Romanza Hamblin — None	0 0	1 0	1 0
		Romanza Hamblin — Telephone	0 0	1 0	1 0
		Romanza Hamblin — Product Total	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Voice/Data/WAN Services	Greg Blessing — Telephone	0 0	1 0	1 0
		Greg Blessing — Product Total	0 0	1 0	1 0
		Mike Johnson — Telephone	0 0	1 0	1 0
		Mike Johnson — Product Total	0 0	1 0	1 0

Human Resource Management

				High	Low	MIR Total
Human Resource Management	Voice/Data/WAN Services	T Artis	Telephone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	3 0	3 0
	Customer Company Total			1 0	80 11	81 11
Customer Company Total				1 0	80 11	81 11

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	ATTIR Total
Human Resource Management	Application Services	Dustin Crump	None	0 0.00	1 0.09	1 0.09
			Product Total	0 0.00	1 0.09	1 0.09
		Martin Gonzalez	Novell GroupWise	0 0.00	1 1.48	1 1.48
			Product Total	0 0.00	1 1.48	1 1.48
		Paul Lundell	Novell GroupWise	0 0.00	4 0.29	4 0.29
			Product Total	0 0.00	4 0.29	4 0.29
		Tony Larsen	Citrix ICA Client	0 0.00	1 1.93	1 1.93
			Product Total	0 0.00	1 1.93	1 1.93
		Assigned to Individual Total		0 0.00	7 0.67	7 0.67
	Capitol Desktop Support	Brian Bintz	None	1 0.14	6 0.39	7 0.35
			Novell Client for 32-bit Windows	0 0.00	1 0.01	1 0.01

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Capitol Desktop Support	Brian Bintz	Product Total	1 0.14	7 0.33	8 0.31
		Tom Hanson	None	0 0.00	1 0.61	1 0.61
			Product Total	0 0.00	1 0.61	1 0.61
		Assigned to Individual Total		1 0.14	8 0.37	9 0.34
	Capitol Hosting	Curtis Parker	None	0 0.00	1 36.01	1 36.01
			Product Total	0 0.00	1 36.01	1 36.01
		Assigned to Individual Total		0 0.00	1 36.01	1 36.01
	Help Desk	Julie VanBeekum	None	0 0.00	1 0.00	1 0.00
			Novell eDirectory	0 0.00	1 0.00	1 0.00
			Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	4 0.00	4 0.00
		Sarah Johnson	iPhone	0 0.00	1 0.03	1 0.03
			Product Total	0 0.00	1 0.03	1 0.03
		Vicky Marrelli	None	0 0.00	2 0.00	2 0.00

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Help Desk	Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Utah Master Directory	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	5 0.00	5 0.00
		Assigned to Individual Total		0 0.00	10 0.00	10 0.00
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0.00	2 0.07	2 0.07
			Product Total	0 0.00	2 0.07	2 0.07
		Ed Conrad	Novell GroupWise	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Liz Evans	None	0 0.00	1 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	5 0.03	5 0.03
	Metro B Desktop Support	Annice Valdez	None	0 0.00	2 1.27	2 1.27
			Product Total	0 0.00	2 1.27	2 1.27

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Metro B Desktop Support	Ken Bolkcom	None	0 0.00	1 0.04	1 0.04
			Product Total	0 0.00	1 0.04	1 0.04
		Michael Barth	None	0 0.00	1 0.08	1 0.08
			Product Total	0 0.00	1 0.08	1 0.08
		Sean Chadbourne	None	0 0.00	1 0.20	1 0.20
			Product Total	0 0.00	1 0.20	1 0.20
		Assigned to Individual Total		0 0.00	5 0.57	5 0.57
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Gary Graham	None	0 0.00	1 0.00	1 0.00
			Novell Messenger	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Gavin Barney	ZENworks for Desktops	0 0.00	1 1.68	1 1.68
			Product Total	0 0.00	1 1.68	1 1.68

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Metro B Help Desk	Janet Hongsyvilay	None	0 0.00	2 1.55	2 1.55
			State Payroll System	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	3 1.03	3 1.03
		Torri Randa	Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Val Shepherd	Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	11 0.43	11 0.43
	Metro C Desktop Support	Chad D Fowers	Data Warehouse	0 0.00	1 0.09	1 0.09
			None	0 0.00	7 0.58	7 0.58
			Product Total	0 0.00	8 0.52	8 0.52
		Ken Knobel	Microsoft Office	0 0.00	2 0.25	2 0.25
			Product Total	0 0.00	2 0.25	2 0.25
		Assigned to Individual Total		0 0.00	10 0.46	10 0.46

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Metro C Help Desk	Cindy Romrell	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Karen Gross	Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Reed Stohel	Microsoft Windows XP	0 0.00	1 0.00	1 0.00
			None	0 0.00	1 0.00	1 0.00
			Novell Messenger	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	3 0.00	3 0.00
		Ross Owen	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	7 0.00	7 0.00
	Metro D Desktop Support	Eldon Jenson	None	0 0.00	1 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 1.09	1 1.09
			Product Total	0 0.00	2 0.54	2 0.54

Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Metro D Desktop Support	Paul Gedge	None	0 0.00	2 0.43	2 0.43
			Product Total	0 0.00	2 0.43	2 0.43
		Assigned to Individual Total		0 0.00	4 0.49	4 0.49
	Metro D Help Desk	Doug Brown	None	0 0.00	2 0.01	2 0.01
			Product Total	0 0.00	2 0.01	2 0.01
		Assigned to Individual Total		0 0.00	2 0.01	2 0.01
	Metro D Hosting	Sean McMillan	None	0 0.00	1 1.57	1 1.57
			Product Total	0 0.00	1 1.57	1 1.57
		Assigned to Individual Total		0 0.00	1 1.57	1 1.57
	Rural Central Desktop Support	John Donaldson	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	1 0.00
	Security	Sharon Smith	None	0 0.00	1 0.27	1 0.27
			Product Total	0 0.00	1 0.27	1 0.27

Human Resource Management

			High	Low	ATTIR Total
Human Resource Management	Security	**Assigned to Individual Total**	0 0.00	1 0.27	1 0.27
	Strategic Communications	Dennis Rogers	None	0 0.00	1 0.46	1 0.46
			Product Total	0 0.00	1 0.46	1 0.46
		Assigned to Individual Total		0 0.00	1 0.46	1 0.46
	Voice Operations	Britany Finlay	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Romanza Hamblin	None	0 0.00	1 0.09	1 0.09
			Telephone	0 0.00	1 0.16	1 0.16
			Product Total	0 0.00	2 0.12	2 0.12
		Assigned to Individual Total		0 0.00	3 0.08	3 0.08
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0.00	1 0.21	1 0.21
			Product Total	0 0.00	1 0.21	1 0.21
		Mike Johnson	Telephone	0 0.00	1 0.24	1 0.24
			Product Total	0 0.00	1 0.24	1 0.24

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Human Resource Management

				High	Low	ATTIR Total
Human Resource Management	Voice/Data/WAN Services	T Artis	Telephone	0 0.00	1 0.34	1 0.34
			Product Total	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total		0 0.00	3 0.26	3 0.26
	Assigned Group Total			1 0.14	80 0.77	81 0.76
Customer Company Total				1 0.14	80 0.77	81 0.76

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	MR Total
Human Resource Management	Application Services	Dustin Crump	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Paul Lundell	Novell GroupWise	0 0	4 0	4 0
			Product Total	0 0	4 0	4 0
		Tony Larsen	Citrix ICA Client	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	7 0	7 0
	Capitol Desktop Support	Brian Bintz	None	1 0	6 0	7 0
			Novell Client for 32-bit Windows	0 0	1 0	1 0

Human Resource Management

				High	Low	MR Total
Human Resource Management	Capitol Desktop Support	Brian Bintz	Product Total	10	70	80
		Tom Hanson	None	00	10	10
			Product Total	00	10	10
		Assigned to Individual Total		10	80	90
	Capitol Hosting	Curtis Parker	None	00	11	11
			Product Total	00	11	11
		Assigned to Individual Total		00	11	11
	Help Desk	Julie VanBeekum	None	00	10	10
			Novell eDirectory	00	10	10
			Novell GroupWise	00	20	20
			Product Total	00	40	40
		Sarah Johnson	iPhone	00	10	10
			Product Total	00	10	10
		Vicky Marrelli	None	00	20	20

Human Resource Management

				High	Low	MR Total
Human Resource Management	Help Desk	Vicky Marrelli	Novell Client for 32-bit Windows	0 0	2 0	2 0
			Utah Master Directory	0 0	1 0	1 0
			Product Total	0 0	5 0	5 0
		Assigned to Individual Total		0 0	10 0	10 0
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Ed Conrad	Novell GroupWise	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Liz Evans	None	0 0	1 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	5 0	5 0
	Metro B Desktop Support	Annice Valdez	None	0 0	2 1	2 1
			Product Total	0 0	2 1	2 1

Human Resource Management

				High	Low	MR Total
Human Resource Management	Metro B Desktop Support	Ken Bolkcom	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Michael Barth	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Sean Chadbourne	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	5 1	5 1
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Gary Graham	None	0 0	1 0	1 0
			Novell Messenger	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Gavin Barney	ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

Human Resource Management

				High	Low	MR Total
Human Resource Management	Metro B Help Desk	Janet Hongsyvilay	None	0 0	2 0	2 0
			State Payroll System	0 0	1 0	1 0
			Product Total	0 0	3 0	3 0
		Torri Randa	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Val Shepherd	Novell Client for 32-bit Windows	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	11 0	11 0
	Metro C Desktop Support	Chad D Fowers	Data Warehouse	0 0	1 0	1 0
			None	0 0	7 0	7 0
			Product Total	0 0	8 0	8 0
		Ken Knobel	Microsoft Office	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	10 0	10 0

Human Resource Management

				High	Low	MR Total
Human Resource Management	Metro C Help Desk	Cindy Romrell	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Karen Gross	Novell GroupWise	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Reed Stohel	Microsoft Windows XP	0 0	1 0	1 0
			None	0 0	1 0	1 0
			Novell Messenger	0 0	1 0	1 0
			Product Total	0 0	3 0	3 0
		Ross Owen	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	7 0	7 0
	Metro D Desktop Support	Eldon Jenson	None	0 0	1 1	1 1
			State Payroll Time Entry	0 0	1 0	1 0
			Product Total	0 0	2 1	2 1

Human Resource Management

				High	Low	MR Total
Human Resource Management	Metro D Desktop Support	Paul Gedge	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	4 1	4 1
	Metro D Help Desk	Doug Brown	None	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	2 0	2 0
	Metro D Hosting	Sean McMillan	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Rural Central Desktop Support	John Donaldson	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Security	Sharon Smith	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0

Human Resource Management

			High	Low	MR Total
Human Resource Management	Security	**Assigned to Individual Total**	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers — None	0 0	1 1	1 1
		Product Total	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Britany Finlay — None	0 0	1 0	1 0
		Product Total	0 0	1 0	1 0
		Romanza Hamblin — None	0 0	1 0	1 0
		Telephone	0 0	1 0	1 0
		Product Total	0 0	2 0	2 0
		Assigned to Individual Total	0 0	3 0	3 0
	Voice/Data/WAN Services	Greg Blessing — Telephone	0 0	1 0	1 0
		Product Total	0 0	1 0	1 0
		Mike Johnson — Telephone	0 0	1 0	1 0
		Product Total	0 0	1 0	1 0

Human Resource Management

				High	Low	MR Total
Human Resource Management	Voice/Data/WAN Services	T Artis	Telephone	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	3 0	3 0
	Assigned Group Total			1 0	80 4	81 4
Customer Company Total				1 0	80 4	81 4

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours		
				High	Low	ATTR Total
Human Resource Management	Application Services	Dustin Crump	None	0 0.00	1 0.35	1 0.35
			Product Total	0 0.00	1 0.35	1 0.35
		Martin Gonzalez	Novell GroupWise	0 0.00	1 1.48	1 1.48
			Product Total	0 0.00	1 1.48	1 1.48
		Paul Lundell	Novell GroupWise	0 0.00	4 0.86	4 0.86
			Product Total	0 0.00	4 0.86	4 0.86
		Tony Larsen	Citrix ICA Client	0 0.00	1 1.95	1 1.95
			Product Total	0 0.00	1 1.95	1 1.95
		Assigned to Individual Total		0 0.00	7 1.03	7 1.03
	Capitol Desktop Support	Brian Bintz	None	1 0.30	6 2.53	7 2.21
			Novell Client for 32-bit Windows	0 0.00	1 0.28	1 0.28

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Capitol Desktop Support	Brian Bintz	Product Total	1 0.30	7 2.21	8 1.97
		Tom Hanson	None	0 0.00	1 1.44	1 1.44
			Product Total	0 0.00	1 1.44	1 1.44
		Assigned to Individual Total		1 0.30	8 2.11	9 1.91
	Capitol Hosting	Curtis Parker	None	0 0.00	1 36.01	1 36.01
			Product Total	0 0.00	1 36.01	1 36.01
		Assigned to Individual Total		0 0.00	1 36.01	1 36.01
	Help Desk	Julie VanBeekum	None	0 0.00	1 0.00	1 0.00
			Novell eDirectory	0 0.00	1 0.00	1 0.00
			Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	4 0.00	4 0.00
		Sarah Johnson	iPhone	0 0.00	1 0.23	1 0.23
			Product Total	0 0.00	1 0.23	1 0.23
		Vicky Marrelli	None	0 0.00	2 0.00	2 0.00

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				High	Low	ATTR Total
Human Resource Management	Help Desk	Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Utah Master Directory	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	5 0.00	5 0.00
		Assigned to Individual Total		0 0.00	10 0.02	10 0.02
	Metro A Help Desk	Cindy Schroeder	Novell GroupWise	0 0.00	2 0.15	2 0.15
			Product Total	0 0.00	2 0.15	2 0.15
		Ed Conrad	Novell GroupWise	0 0.00	1 2.24	1 2.24
			Product Total	0 0.00	1 2.24	1 2.24
		Liz Evans	None	0 0.00	1 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	5 0.51	5 0.51
	Metro B Desktop Support	Annice Valdez	None	0 0.00	2 4.04	2 4.04
			Product Total	0 0.00	2 4.04	2 4.04

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Metro B Desktop Support	Ken Bolkcom	None	0 0.00	1 0.19	1 0.19
			Product Total	0 0.00	1 0.19	1 0.19
		Michael Barth	None	0 0.00	1 0.24	1 0.24
			Product Total	0 0.00	1 0.24	1 0.24
		Sean Chadbourne	None	0 0.00	1 0.33	1 0.33
			Product Total	0 0.00	1 0.33	1 0.33
		Assigned to Individual Total		0 0.00	5 1.77	5 1.77
	Metro B Help Desk	Ed Conrad	Novell GroupWise	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Gary Graham	None	0 0.00	1 0.76	1 0.76
			Novell Messenger	0 0.00	1 1.53	1 1.53
			Product Total	0 0.00	2 1.14	2 1.14
		Gavin Barney	ZENworks for Desktops	0 0.00	1 1.89	1 1.89
			Product Total	0 0.00	1 1.89	1 1.89

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Metro B Help Desk	Janet Hongsyvilay	None	0 0.00	2 1.81	2 1.81
			State Payroll System	0 0.00	1 0.24	1 0.24
			Product Total	0 0.00	3 1.28	3 1.28
		Torri Randa	Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Val Shepherd	Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	11 0.73	11 0.73
	Metro C Desktop Support	Chad D Fowers	Data Warehouse	0 0.00	1 4.87	1 4.87
			None	0 0.00	7 1.15	7 1.15
			Product Total	0 0.00	8 1.61	8 1.61
		Ken Knobel	Microsoft Office	0 0.00	2 0.25	2 0.25
			Product Total	0 0.00	2 0.25	2 0.25
		Assigned to Individual Total		0 0.00	10 1.34	10 1.34

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Metro C Help Desk	Cindy Romrell	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Karen Gross	Novell GroupWise	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Reed Stohel	Microsoft Windows XP	0 0.00	1 0.00	1 0.00
			None	0 0.00	1 0.00	1 0.00
			Novell Messenger	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	3 0.00	3 0.00
		Ross Owen	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	7 0.00	7 0.00
	Metro D Desktop Support	Eldon Jenson	None	0 0.00	1 9.90	1 9.90
			State Payroll Time Entry	0 0.00	1 5.78	1 5.78
			Product Total	0 0.00	2 7.84	2 7.84

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				High	Low	ATTR Total
Human Resource Management	Metro D Desktop Support	Paul Gedge	None	0 0.00	2 2.35	2 2.35
			Product Total	0 0.00	2 2.35	2 2.35
		Assigned to Individual Total		0 0.00	4 5.09	4 5.09
	Metro D Help Desk	Doug Brown	None	0 0.00	2 0.01	2 0.01
			Product Total	0 0.00	2 0.01	2 0.01
		Assigned to Individual Total		0 0.00	2 0.01	2 0.01
	Metro D Hosting	Sean McMillan	None	0 0.00	1 1.88	1 1.88
			Product Total	0 0.00	1 1.88	1 1.88
		Assigned to Individual Total		0 0.00	1 1.88	1 1.88
	Rural Central Desktop Support	John Donaldson	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	1 0.00
	Security	Sharon Smith	None	0 0.00	1 0.27	1 0.27
			Product Total	0 0.00	1 0.27	1 0.27

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Security	**Assigned to Individual Total**		0 0.00	1 0.27	1 0.27
	Strategic Communications	Dennis Rogers	None	0 0.00	1 7.03	1 7.03
			Product Total	0 0.00	1 7.03	1 7.03
		Assigned to Individual Total		0 0.00	1 7.03	1 7.03
	Voice Operations	Britany Finlay	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Romanza Hamblin	None	0 0.00	1 0.64	1 0.64
			Telephone	0 0.00	1 0.18	1 0.18
			Product Total	0 0.00	2 0.41	2 0.41
		Assigned to Individual Total		0 0.00	3 0.27	3 0.27
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0.00	1 0.54	1 0.54
			Product Total	0 0.00	1 0.54	1 0.54
		Mike Johnson	Telephone	0 0.00	1 0.78	1 0.78
			Product Total	0 0.00	1 0.78	1 0.78

Human Resource Management

				High	Low	ATTR Total
Human Resource Management	Voice/Data/WAN Services	T Artis	Telephone	0 0.00	1 0.95	1 0.95
			Product Total	0 0.00	1 0.95	1 0.95
		Assigned to Individual Total		0 0.00	3 0.76	3 0.76
	Assigned Group Total			1 0.30	80 1.57	81 1.56
Customer Company Total				1 0.30	80 1.57	81 1.56

Human Resource Management

Detail

INC000000455562	Carmen Nichol	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000455919	Paul Morley	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.01
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low		Closed	TTR Missed: No	0.28
INC000000456267	John Golom	PC/Laptop	Error	None			TIR Missed: Yes	3.06
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low		Closed	TTR Missed: No	3.06
INC000000456727	Jolene Davis	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000456835	Shannon Casias	Network	Incident	None			TIR Missed: No	0.05
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low		Closed	TTR Missed: No	2.90
INC000000456955	Melissa Little	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000457073	Jeannette Raymond	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000457188	Jennifer Wakefield	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000457214	Jean Mills	Application	Reporting	None			TIR Missed: No	0.14
	Capitol Desktop Support	Brian Bintz	Human Resource Management	High		Closed	TTR Missed: No	0.30
INC000000457784	Mike Tribe	Application	None	State Payroll System			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low		Closed	TTR Missed: No	0.24
INC000000457789	Dan Brentel	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000458300	Marian Capito	Network	Error	None			TIR Missed: Yes	1.57
	Metro D Hosting	Sean McMillan	Human Resource Management	Low		Closed	TTR Missed: No	1.88
INC000000458324	Marian Capito	Application	Error	Novell GroupWise			TIR Missed: No	0.90
	Application Services	Paul Lundell	Human Resource Management	Low		Closed	TTR Missed: No	1.26
INC000000459296	Bart Olsen	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low		Closed	TTR Missed: No	0.04
INC000000459445	Bart Olsen	Wireless Connectivity	None	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low		Closed	TTR Missed: No	0.00
INC000000459489	Nancy Bauman	None	None	None			TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Resource Management	Low		Closed	TTR Missed: No	0.24

Human Resource Management

INC000000459490	Carrie Stevenson	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	0.40
INC000000459992	Peggy Romney	PC/Laptop	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Resource Management	Low	Closed	TTR Missed: No	0.66
INC000000460006	Joel Chibota	Telecom	Call Management	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	Mike Johnson	Human Resource Management	Low	Closed	TTR Missed: No	0.78
INC000000460065	John Golom	Application	None	Data Warehouse		TIR Missed: No	0.09
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	4.87
INC000000460115	Peggy Romney	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000460375	John Golom	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000460632	Rosanne Ricks	Telecom	Voice Mail	None		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Human Resource Management	Low	Closed	TTR Missed: No	0.64
INC000000460708	Glenn Parsons	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	1.26
INC000000460716	Bart Olsen	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000460912	John Golom	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000460914	John Golom	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000460924	Glenn Parsons	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.53
	Metro D Desktop Support	Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	3.45
INC000000460968	Bethany Alsobrook	PC/Laptop	Performance	None		TIR Missed: No	0.82
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Resolved	TTR Missed: No	0.82
INC000000461007	Brooke Baker	None	None	None		TIR Missed: No	0.27
	Security	Sharon Smith	Human Resource Management	Low	Closed	TTR Missed: No	0.27
INC000000461282	Marian Capito	Application	Reporting	State Payroll Time Entry System		TIR Missed: Yes	1.09
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: No	5.78
INC000000461368	Bart Olsen	None	None	None		TIR Missed: Yes	1.07
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.54
INC000000461541	Cassandra Opheikens	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: Yes	9.90

Human Resource Management

INC000000461814	Patty Young	None	None	None			TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Human Resource Management	Low	Closed		TTR Missed: No	0.33
INC000000462003	Joel Chibota	Telecom	Coverage Path	Telephone			TIR Missed: No	0.21
	Voice/Data/WAN Services	Greg Blessing	Human Resource Management	Low	Closed		TTR Missed: No	0.54
INC000000462074	JJ Acker	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed		TTR Missed: No	0.76
INC000000462166	JJ Acker	None	None	None			TIR Missed: No	0.04
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Closed		TTR Missed: No	0.19
INC000000462296	Sarah Tice	None	None	None			TIR Missed: No	0.61
	Capitol Desktop Support	Tom Hanson	Human Resource Management	Low	Closed		TTR Missed: No	1.44
INC000000462394	Brooke Baker	Application	Error	ZENworks for Desktops			TIR Missed: Yes	1.68
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed		TTR Missed: No	1.89
INC000000462402	Bart Olsen	Application	Error	None			TIR Missed: Yes	3.10
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	3.22
INC000000462603	Glenn Parsons	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Closed		TTR Missed: No	0.00
INC000000463061	Bart Olsen	Wireless Connectivity	Error	None			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed		TTR Missed: No	0.00
INC000000463184	Bart Olsen	Mobile Devices	Error	iPhone			TIR Missed: No	0.03
	Help Desk	Sarah Johnson	Human Resource Management	Low	Resolved		TTR Missed: No	0.23
INC000000463225	Larene Wyss	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	36.01
	Capitol Hosting	Curtis Parker	Human Resource Management	Low	Resolved		TTR Missed: Yes	36.01
INC000000463261	Debbie Martinez-Orth	Application	Error	Novell GroupWise			TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Closed		TTR Missed: No	0.25
INC000000463471	Rosanne Ricks	PC/Laptop	Error	Novell GroupWise			TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Closed		TTR Missed: No	0.00
INC000000463503	Kathy Mares	EIS Hardware	None	None			TIR Missed: No	0.46
	Strategic Communications	Dennis Rogers	Human Resource Management	Low	Resolved		TTR Missed: Yes	7.03
INC000000463691	John Golom	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.18
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Resolved		TTR Missed: No	4.17
INC000000464021	Gaye Betts	Application	Reporting	None			TIR Missed: No	0.02
	Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved		TTR Missed: No	0.02
INC000000464089	Trish Anderson	Network	None	None			TIR Missed: Yes	2.51
	Metro B Desktop Support	Annice Valdez	Human Resource Management	Low	Resolved		TTR Missed: Yes	7.42

Human Resource Management

Incident	Name	Category	Type	Service	Priority	Status	TIR Missed	TTR Missed	Value
INC000000464090	Bill Brandon	Network	Password	Novell eDirectory			TIR Missed: No		0.00
Help Desk		Julie VanBeekum	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000464094	Bill Brandon	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No		0.00
Help Desk		Vicky Marrelli	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000464120	Kathy Mares	Network	None	None			TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000464612	Mike Tribe	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000464715	Mike Tribe	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000464901	Rosanne Ricks	Application	Password	Citrix ICA Client			TIR Missed: Yes		1.93
Application Services		Tony Larsen	Human Resource Management		Low	Resolved	TTR Missed: No		1.95
INC000000464922	Kimball Tanner	Application	Error	Novell GroupWise			TIR Missed: No		0.08
Application Services		Paul Lundell	Human Resource Management		Low	Resolved	TTR Missed: No		0.23
INC000000464924	Letty Debenham	Application	None	Novell GroupWise			TIR Missed: Yes		1.48
Application Services		Martin Gonzalez	Human Resource Management		Low	Resolved	TTR Missed: No		1.48
INC000000465168	Carrie Frampton	PC/Laptop	Hardware	None			TIR Missed: Yes		1.07
Capitol Desktop Support		Brian Bintz	Human Resource Management		Low	Resolved	TTR Missed: No		5.44
INC000000465296	Matthew Romney	Application	Password	Utah Master Directory			TIR Missed: No		0.00
Help Desk		Vicky Marrelli	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000465431	Bethany Alsobrook	None	None	Novell Messenger			TIR Missed: No		0.00
Metro C Help Desk		Reed Stohel	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000465444	Michelle Imperiale	Telecom	Voice Mail	Telephone			TIR Missed: No		0.16
Voice Operations		Romanza Hamblin	Human Resource Management		Low	Resolved	TTR Missed: No		0.18
INC000000465558	Jennifer Wakefield	Application	None	Novell GroupWise			TIR Missed: No		0.00
Metro A Help Desk		Cindy Schroeder	Human Resource Management		Low	Resolved	TTR Missed: No		0.05
INC000000465790	Nikki Broadhead	None	None	None			TIR Missed: No		0.00
Capitol Desktop Support		Brian Bintz	Human Resource Management		Low	Resolved	TTR Missed: No		0.03
INC000000465811	Mary Ann Davis	None	None	Novell GroupWise			TIR Missed: No		0.00
Metro C Help Desk		Karen Gross	Human Resource Management		Low	Resolved	TTR Missed: No		0.00
INC000000466084	Dan Chadwick	Print/Copy/Scan/Fax	None	None			TIR Missed: No		0.13
Capitol Desktop Support		Brian Bintz	Human Resource Management		Low	Resolved	TTR Missed: No		5.24
INC000000466231	Rosanne Ricks	PC/Laptop	Error	Novell GroupWise			TIR Missed: No		0.00
Metro B Help Desk		Torri Randa	Human Resource Management		Low	Resolved	TTR Missed: No		0.00

Human Resource Management

| INC000000466514 | Jennifer Wakefield | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Human Resource Management | Low | Resolved | TTR Missed: No | 2.24 |

| INC000000466529 | Nikki Broadhead | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000467286 | Bethany Alsobrook | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Desktop Support | Chad D Fowers | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000467791 | Rachel Dodge | Application | Error | Novell GroupWise | TIR Missed: No | 0.10 |
| | Application Services | Paul Lundell | Human Resource Management | Low | Resolved | TTR Missed: No | 1.54 |

| INC000000467796 | Dan brantel | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.34 |
| | Voice/Data/WAN Services | T Artis | Human Resource Management | Low | Resolved | TTR Missed: No | 0.95 |

| INC000000468019 | Jennifer Wakefield | Telecom | None | None | TIR Missed: No | 0.09 |
| | Application Services | Dustin Crump | Human Resource Management | Low | Resolved | TTR Missed: No | 0.35 |

| INC000000468172 | Marianne Schow | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000468220 | Rosanne Ricks | Telecom | None | None | TIR Missed: No | 0.00 |
| | Voice Operations | Britany Finlay | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469155 | Debbie Martinez-Orth | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469389 | Colby Harmon | None | None | Microsoft Office | TIR Missed: No | 0.27 |
| | Metro C Desktop Support | Ken Knobel | Human Resource Management | Low | Resolved | TTR Missed: No | 0.27 |

| INC000000469396 | Bethany Alsobrook | None | None | Microsoft Office | TIR Missed: No | 0.23 |
| | Metro C Desktop Support | Ken Knobel | Human Resource Management | Low | Resolved | TTR Missed: No | 0.23 |

| INC000000469732 | Tami Hart | Application | Password | Novell GroupWise | TIR Missed: No | 0.08 |
| | Application Services | Paul Lundell | Human Resource Management | Low | Resolved | TTR Missed: No | 0.38 |

| INC000000470122 | Dana Powers | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Ed Conrad | Human Resource Management | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000470363 | Nancy Bauman | None | None | Novell Messenger | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Resource Management | Low | Resolved | TTR Missed: No | 1.53 |